

100

Catch Event Style Selector

Select a style for your Help, Nomatch, and Noinput events. 110

Style Template 120	Final action 140
<input checked="" type="radio"/> Simple 125	<input checked="" type="radio"/> Repeat 145
<input type="radio"/> Classic 130	<input type="radio"/> Disconnect 150
<input type="radio"/> Modern 135	<input type="radio"/> Transfer to Agent 155

160 Number of retries:

Description

Simple Style: After any catch event (Help, Noinput, Nomatch), the application plays the prompt again. There are no contextual help messages (which makes a less usable application), but this allows the most rapid prototyping. With these settings, the system allows 2 retries, after which it will repeat.

170

180

FIG. 1

200

Type the messages you want to play for each event.

Help 1: 220

Clear

Help 2:

Clear

Nomatch 1:

Clear

Nomatch 2:

Clear

Noinput 1:

Clear

Noinput 2:

Clear

250 240

Add Variable Add Pause 0.5 ▼ sec Clear All

260 270

Back Finish Cancel

225 230 235

FIG. 2

300

Type the messages you want to play for each event.

Message 1:

Clear

Message 2:

Clear

☐ Accelerate noinput timeouts after Help to: 3.0 ▼ sec

350 330

Add Variable Add Pause 0.5 ▼ sec Clear All

360 370

Back Finish Cancel

325 335 345

FIG. 3

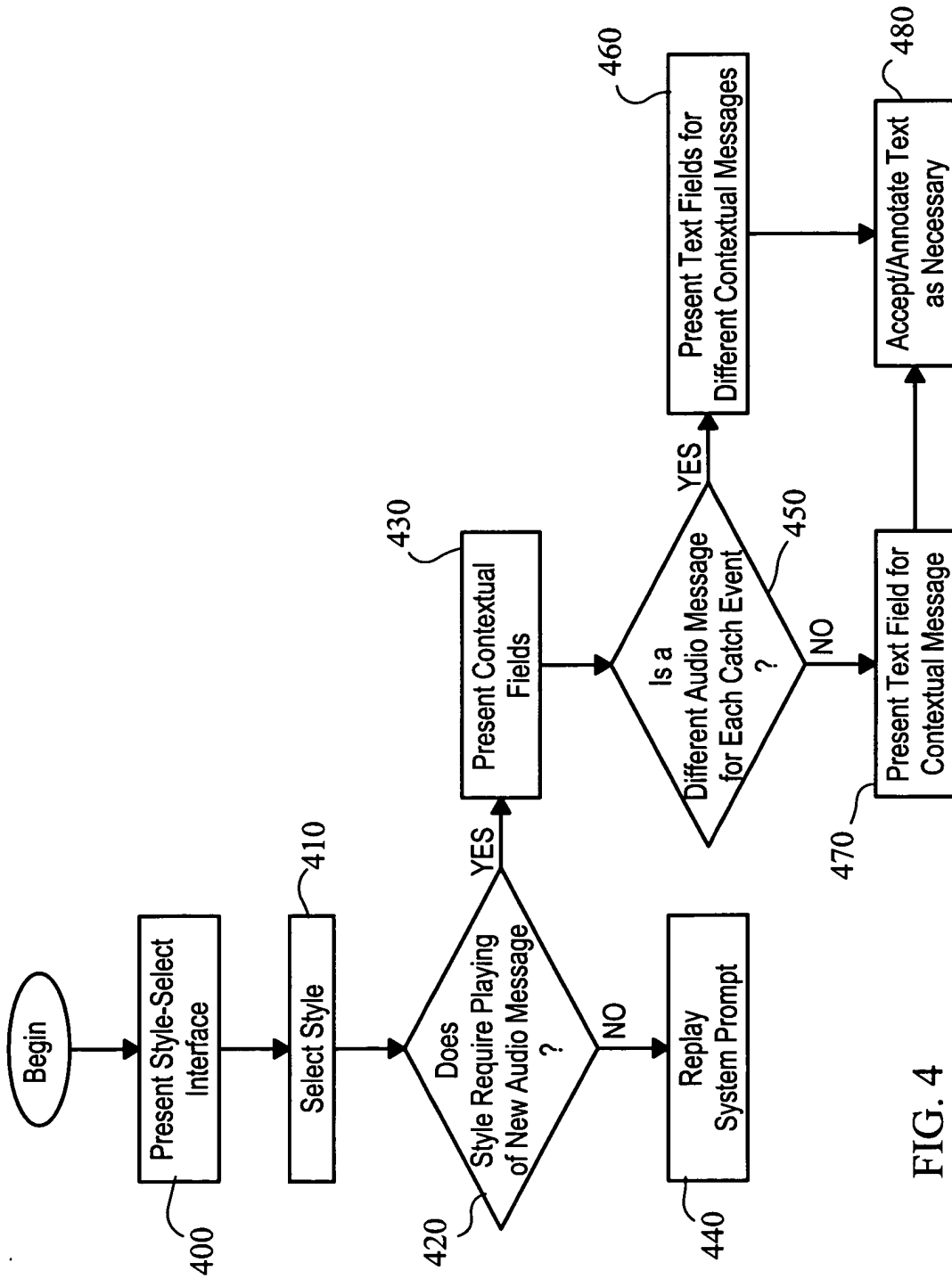


FIG. 4